

FREQUENTLY ASKED QUESTIONS (FAQ)

UNIFI'S 300MBPS ONLINE EXCLUSIVE TACTICAL CAMPAIGN 31 JULY 2026

NO.	QUESTION	ANSWER
1.	I want to know more about this campaign. What is it about?	- We're giving away Touch n Go e wallet vouchers worth up to RM50 when you subscribe to UNIFI Home 300Mbps plan from 31 July 2026. This is limited to the first 200 customers. - You'll enjoy this reward only if you're a New Unifi Home customer — just sign up for the eligible plans <i>*Note:</i> <i>This offer is not applicable for transactions made at Unifi Store/TMpoint outlets, TM Contact Centre (100), or through resellers.</i>
2.	How long is the campaign period?	The campaign starts on 31 July 2026 and will continue until the first 200 successful activations are reached.
3.	Am I eligible to join this campaign?	- Yes. You are eligible if you are a new Unifi Home customer and subscribe to the standalone Unifi Home 300Mbps plan during the campaign period. - Note: Subscriptions to Unifi Home 300Mbps bundled with any Smart Home plan including Essential, Advance, Premium or Essential Plus or with Netflix or HBO Max are not eligible for the RM50 Touch n' Go e wallet voucher.
4.	This sounds interesting. How do I join?	- All you need to do is follow these simple steps: i. Subscribe to the eligible plan via https://unifi.com.my/ ii. Upon successful subscription, installation or activation, you will be automatically enrolled and eligible to redeem your giveaway subject to the campaign terms and conditions.
5.	What are the campaign mechanics?	Here's how the giveaway works: Unifi Home 300Mbps Plan If you subscribe to the UNIFI Home 300Mbps (Free 3 months) during the campaign period.

		• This applies to the first 200 new customers. • The following mechanics apply to customers participating in this campaign: <table><tr><th>Add-on/SIM Activation (Eligible Products)</th><th>Giveaway Limit</th><th>New Customers</th><th>Existing Customers</th></tr><tr><td> • Unifi Home 300Mbps (Free 3 months) plan </td><td>First 200 successful installations</td><td>RM50 Touch n Go e wallet voucher</td><td>N/A</td></tr></table>	Add-on/SIM Activation (Eligible Products)	Giveaway Limit	New Customers	Existing Customers	• Unifi Home 300Mbps (Free 3 months) plan	First 200 successful installations	RM50 Touch n Go e wallet voucher	N/A
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6.	Can I receive this voucher together with vouchers from other ongoing campaigns?	• No. Each eligible subscription, order or transaction is entitled to only one (1) voucher. This voucher cannot be combined with any voucher, rebate, reward or promotional benefit offered under another campaign running at the same time. If you qualify for more than one campaign, TM will determine which voucher or promotional benefit applies.								
6.	What are the giveaways and when will I receive mine?	• You will receive your voucher within 90 days after successful subscription, installation or activation of your selected add-on plan. • To remain eligible, your Unifi account must remain active and free of outstanding payments throughout the campaign period. How to Redeem My Giveaway: 1. Check your email for a notification from Unifi, which includes a link to an online redemption form. 2. Complete the online form, including your phone number registered under your Unifi Home / Mobile account for verification purposes. 3. Answer a simple True or False question, such as: “Unifi’s official colours are orange and blue. True or False?” (Incomplete or incorrect answers may result in disqualification.) 4. Submit the form. Once verified, your voucher code will be sent to you via email. <i>Important Notes:</i> • Your Unifi Home accounts must remain active and clear of outstanding payments throughout the campaign period to be eligible. • Check your email regularly, including your spam/junk folder. Add digital@unifi.com.my to your safe sender list to ensure you								

		<i>receive the notification email.</i> <i>Unifi is not responsible for expired vouchers if they are not redeemed within the validity period.</i>
7.	I've won before and claimed the giveaway. Can I receive another one?	We are glad you have participated. However, each NRIC or email address is only eligible for one (1) giveaway throughout the entire campaign period.
8.	Can I transfer my giveaway to a family member or friend if my Unifi order submission is unsuccessful?	Unfortunately, giveaways are strictly non-transferable and can only be used by the original recipient.
9.	Can I exchange the giveaway for cash?	Unfortunately, no. Giveaways are non-exchangeable and cannot be converted into cash or credit.
10.	Who should I contact if I have a problem with the giveaway?	If you experience any issues, kindly contact the provider/issuer listed in the email notification sent to you.
11.	I am an existing Unifi Home subscriber. Can I participate in this campaign?	Yes, you can. You are welcome to subscribe to a new or additional eligible add-on during the campaign period for another chance to receive the giveaway, subject to eligibility and campaign limits.

12.	Am I eligible if the Unifi account is not registered under my name?	• No. Giveaways are non-transferable and can only be claimed by the registered account holder. • If the account is not registered under your name, you will not be eligible to redeem the giveaway.
13.	Will I be tied to a contract for my add-on subscription?	• Yes, a new contract will apply to any eligible subscription made under this campaign.
14.	Can I claim a giveaway if I subscribed to the add-on plan before the campaign period?	• We're sorry, but this giveaway is only applicable to subscriptions made during the campaign period.
15.	Who should I contact if I need assistance or have a service enquiry?	• If you need help or have any questions, you can always reach out via the Unifi UniVerse App or visit the Unifi Selfcare Portal for assistance.